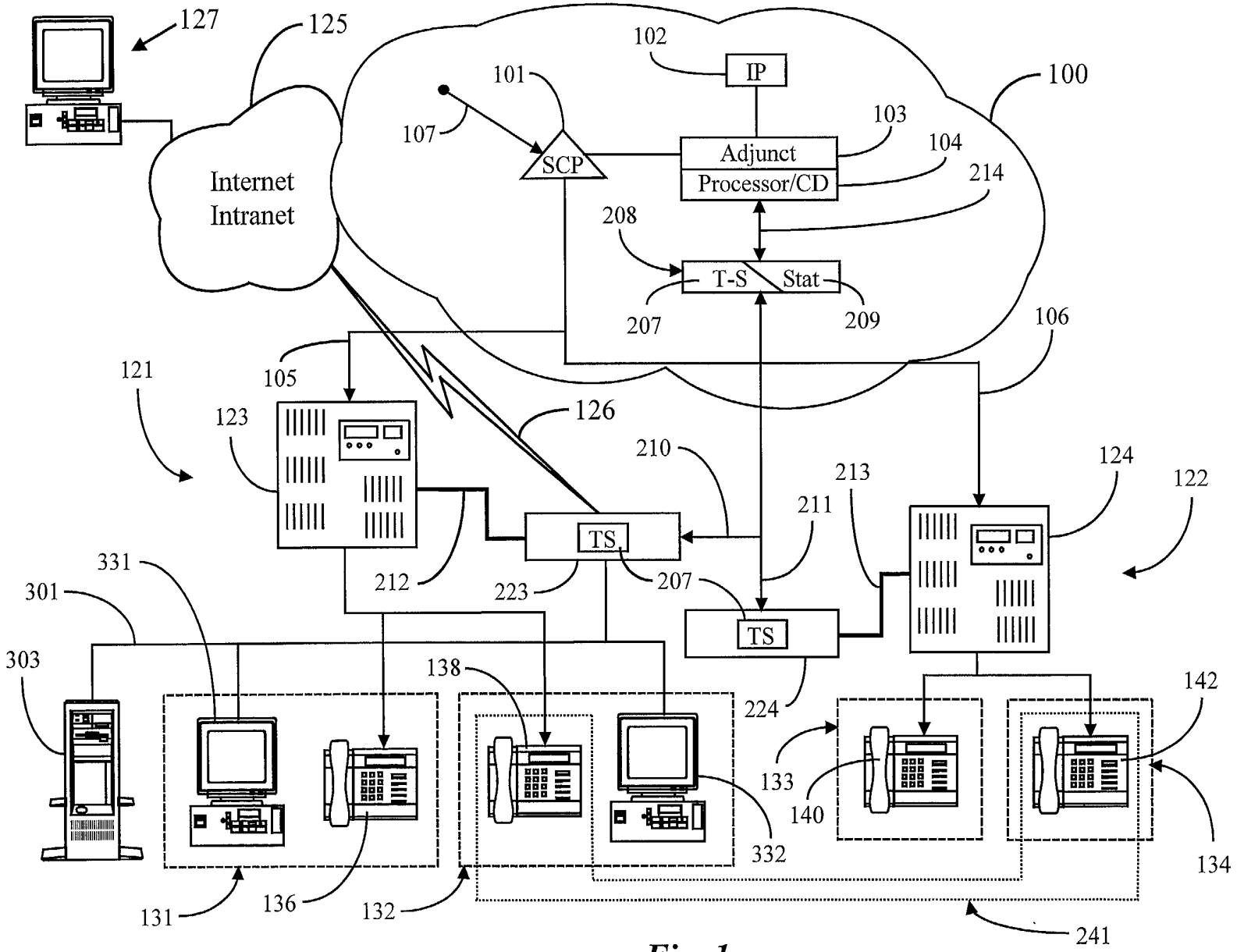

127
125
102
IP
101
100
107
SCP
Adjunct
Processor/CD
103
104
214
Internet
Intranet
208
T-S
Stat
207
209
106
105
121
123
126
210
213
124
122
211
TS
331
301
212
223
207
TS
303
138
142
224
133
140
332
134
131
136
132
241

Fig. 1

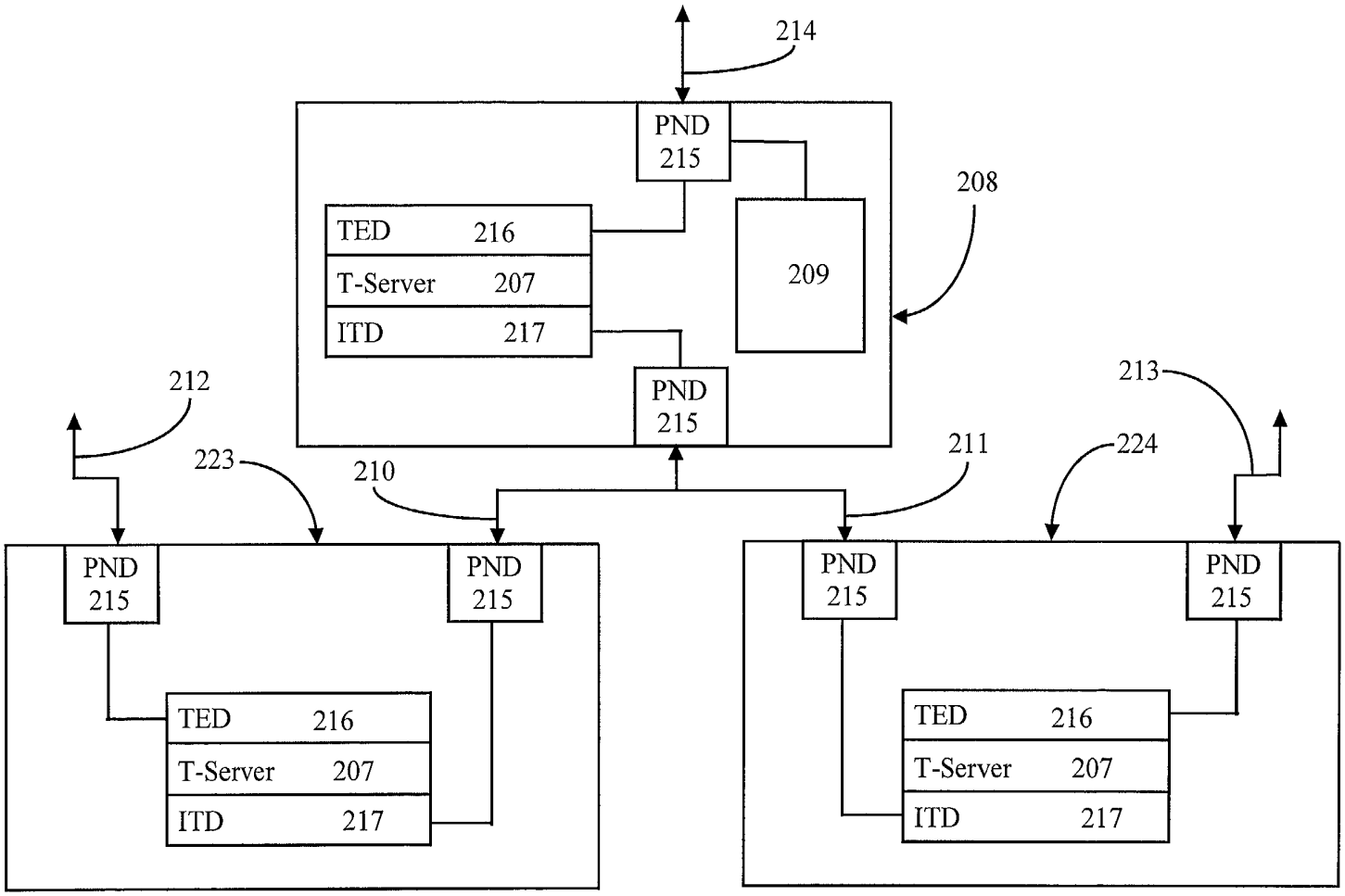

214
PND
215
208
TED 216
T-Server 207
ITD 217
209
PND
215
212
213
223
210
211
224
PND
215
PND
215
PND
215
PND
215
TED 216
T-Server 207
ITD 217
TED 216
T-Server 207
ITD 217

Fig. 2A

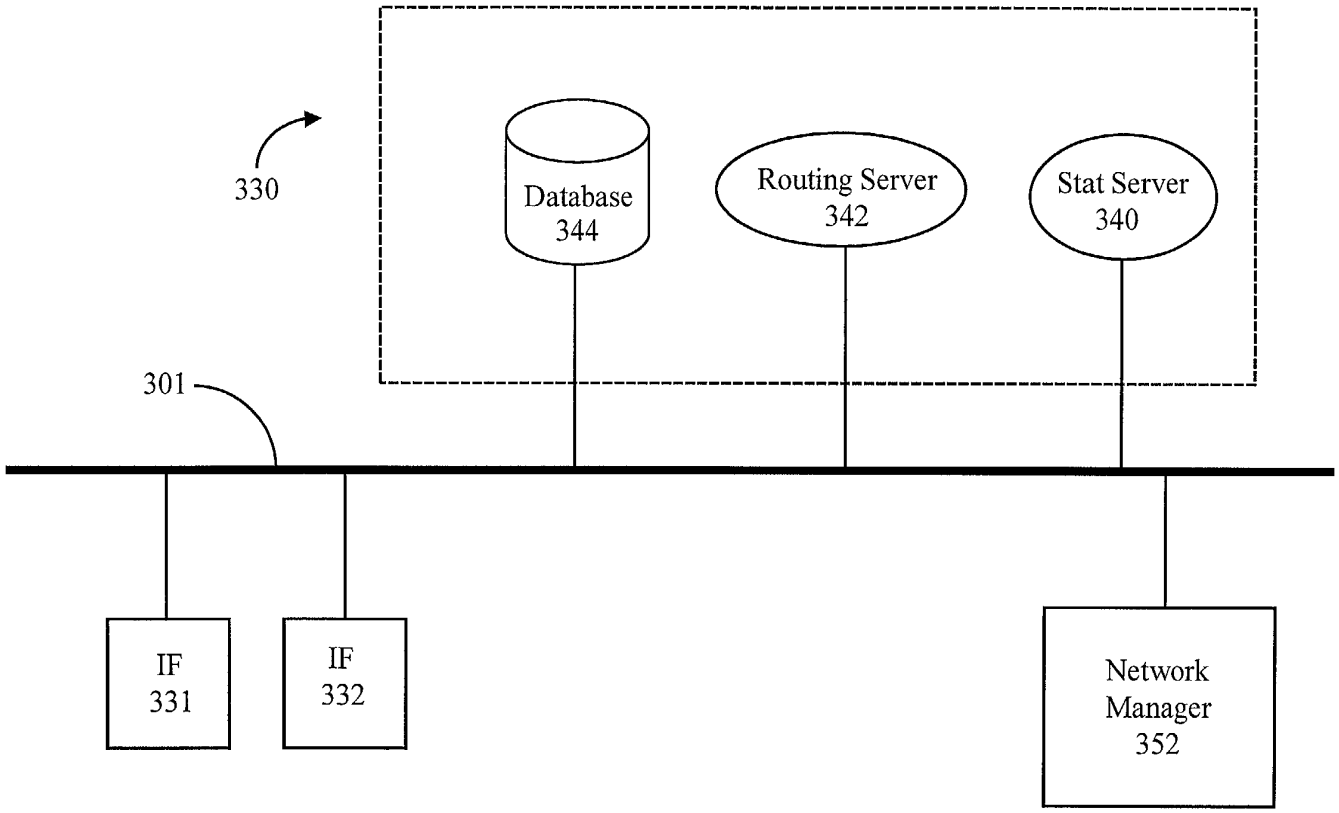

330
Database
344
Routing Server
342
Stat Server
340
301
IF
331
IF
332
Network
Manager
352

Fig. 2B

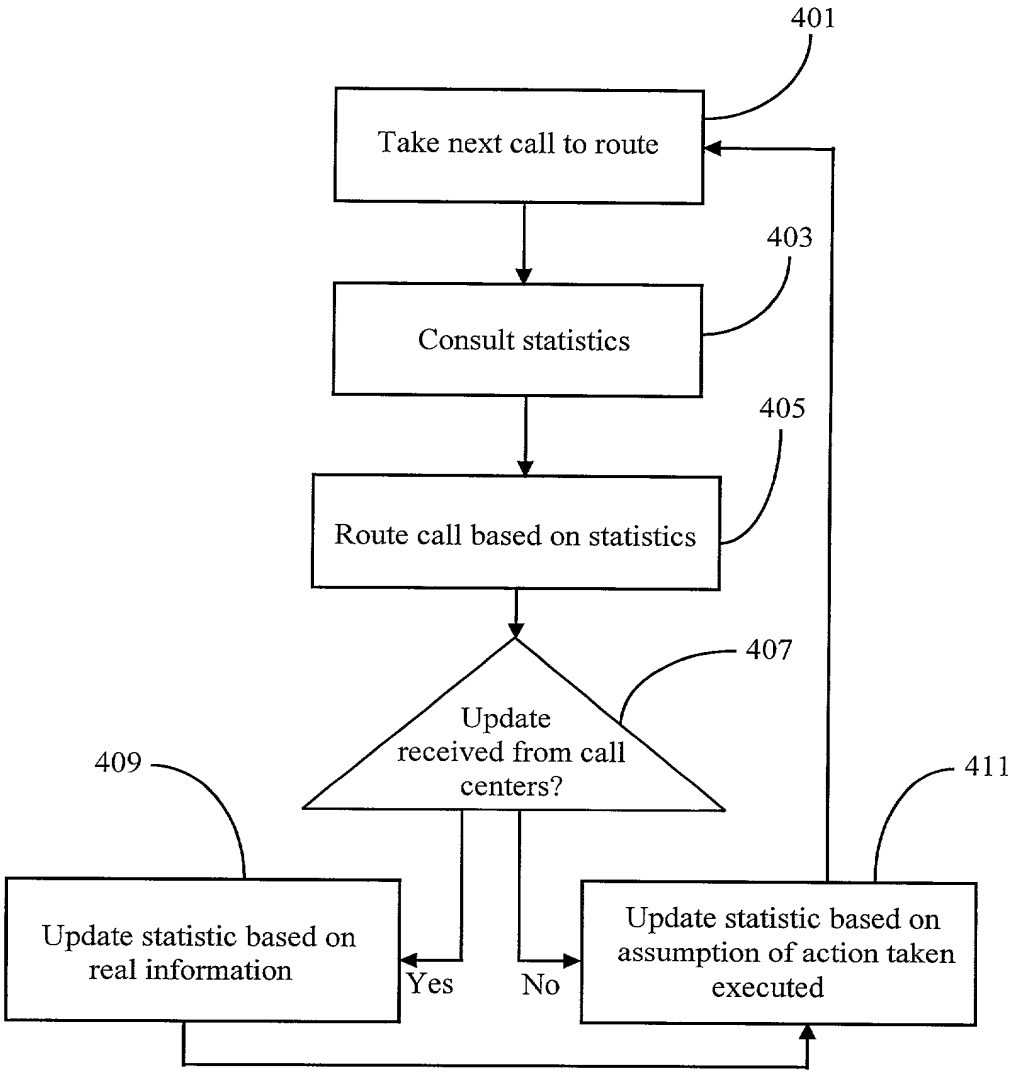

401
Take next call to route
403
Consult statistics
405
Route call based on statistics
407
Update received from call centers?
409
Update statistic based on real information
Yes
No
411
Update statistic based on assumption of action taken executed

Fig. 3

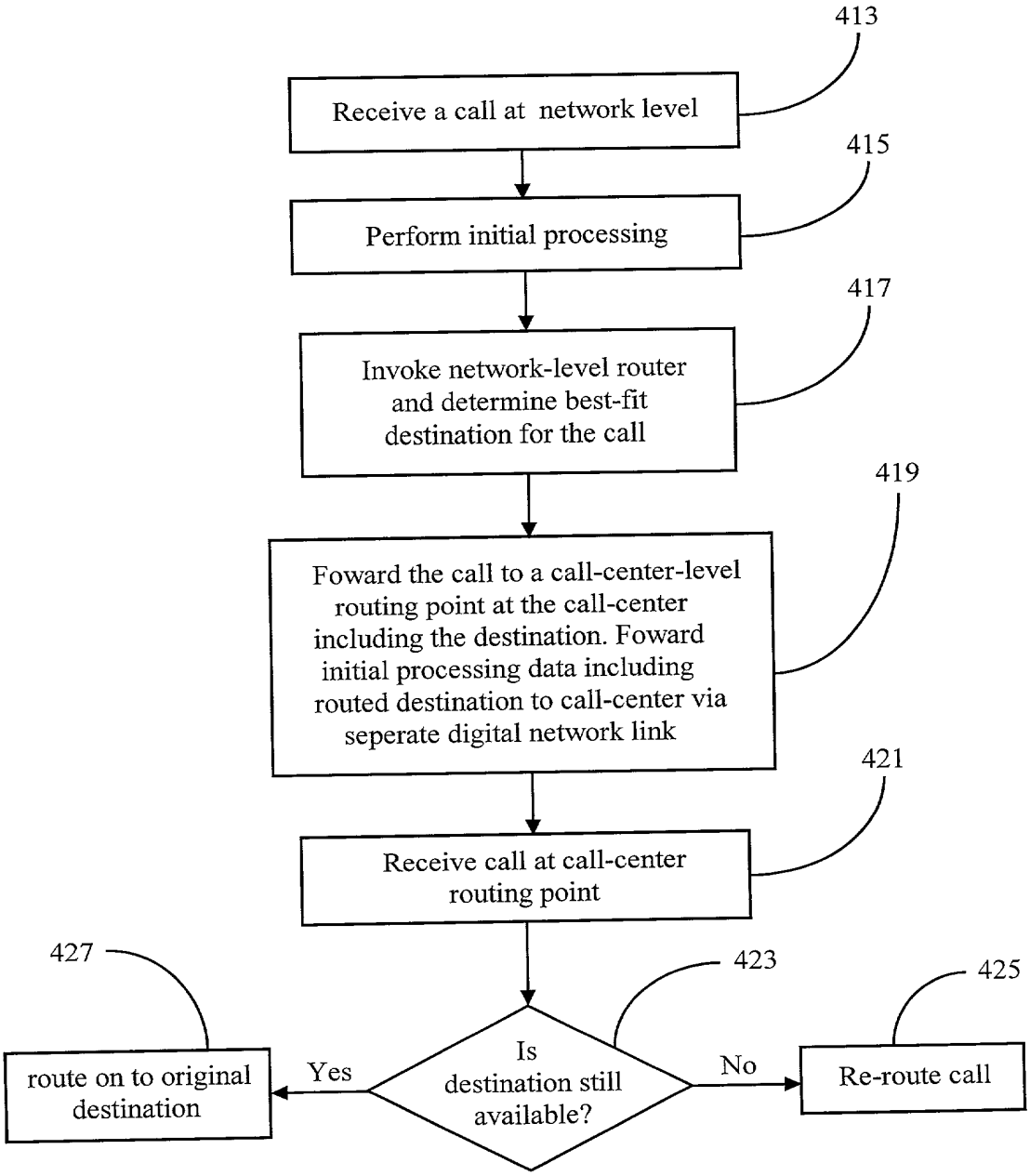

413
Receive a call at network level
415
Perform initial processing
417
Invoke network-level router and determine best-fit destination for the call
419
Foward the call to a call-center-level routing point at the call-center including the destination. Foward initial processing data including routed destination to call-center via seperate digital network link
421
Receive call at call-center routing point
427
423
425
route on to original destination
Yes
Is destination still available?
No
Re-route call

Fig. 4

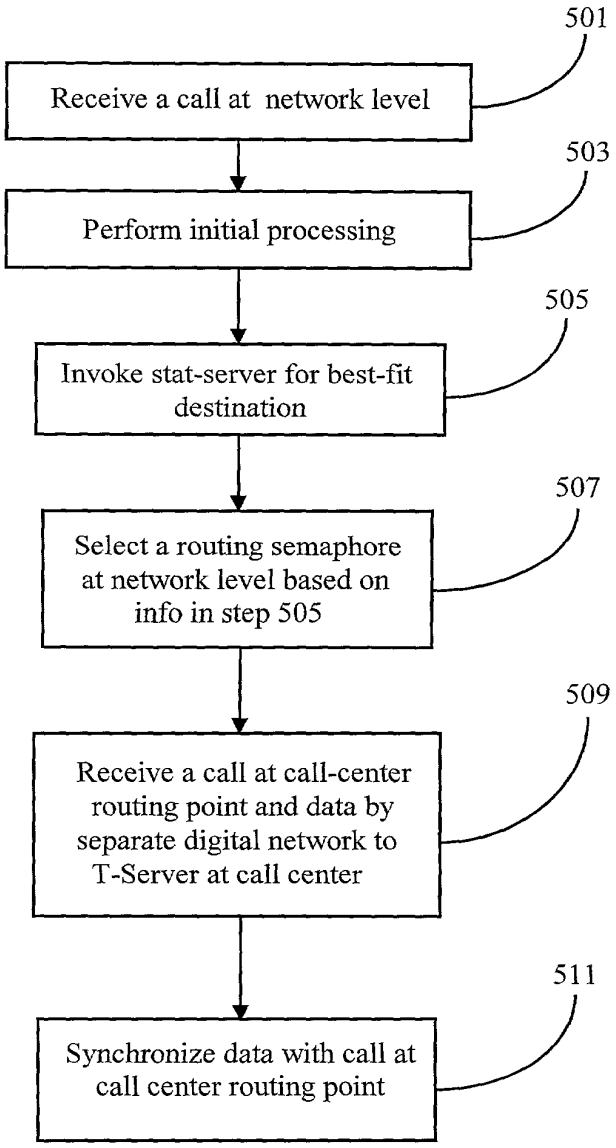

501
Receive a call at network level
503
Perform initial processing
505
Invoke stat-server for best-fit destination
507
Select a routing semaphore at network level based on info in step 505
509
Receive a call at call-center routing point and data by separate digital network to T-Server at call center
511
Synchronize data with call at call center routing point

Fig. 5

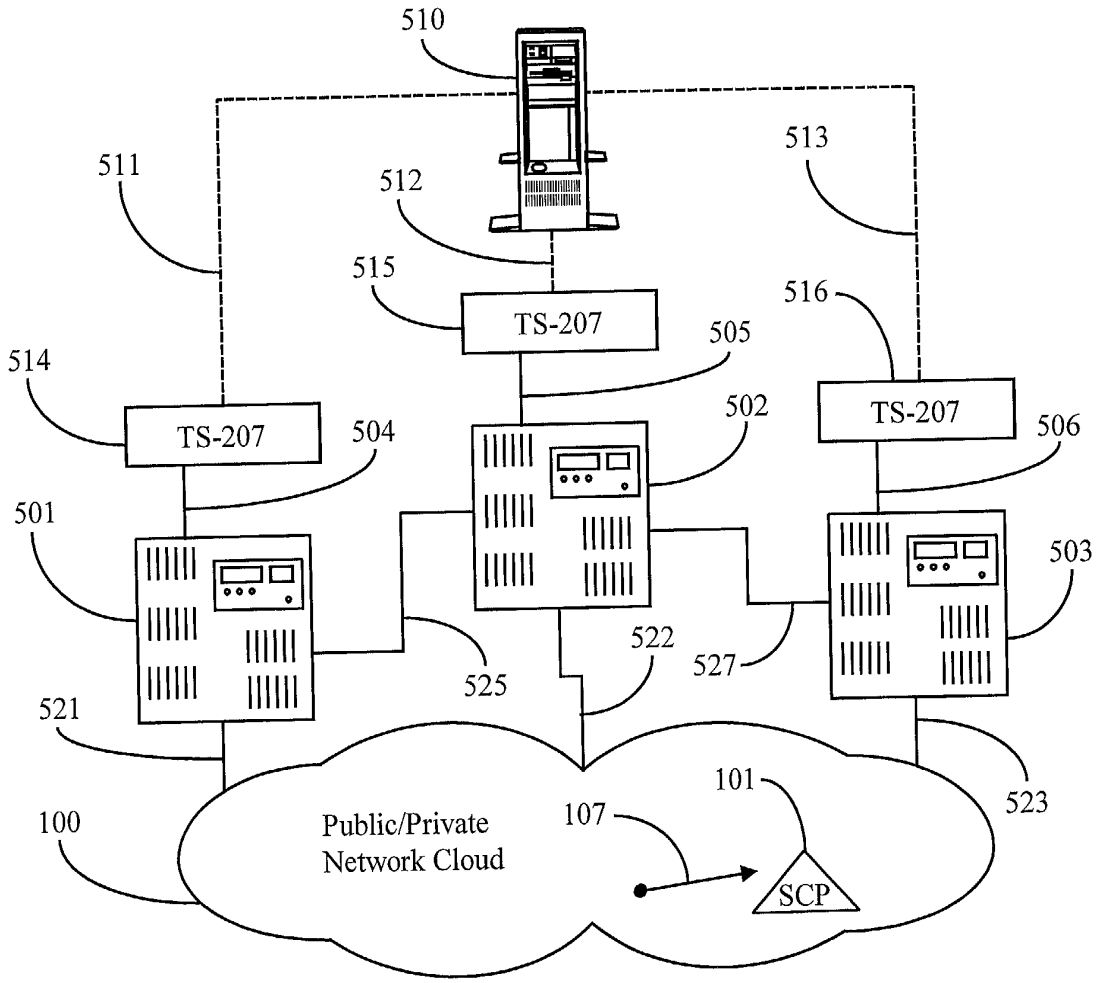

510
511
512
513
515
516
TS-207
505
514
TS-207
504
502
TS-207
506
501
503
522
527
525
521
523
101
100
Public/Private
Network Cloud
107
SCP

Fig. 6

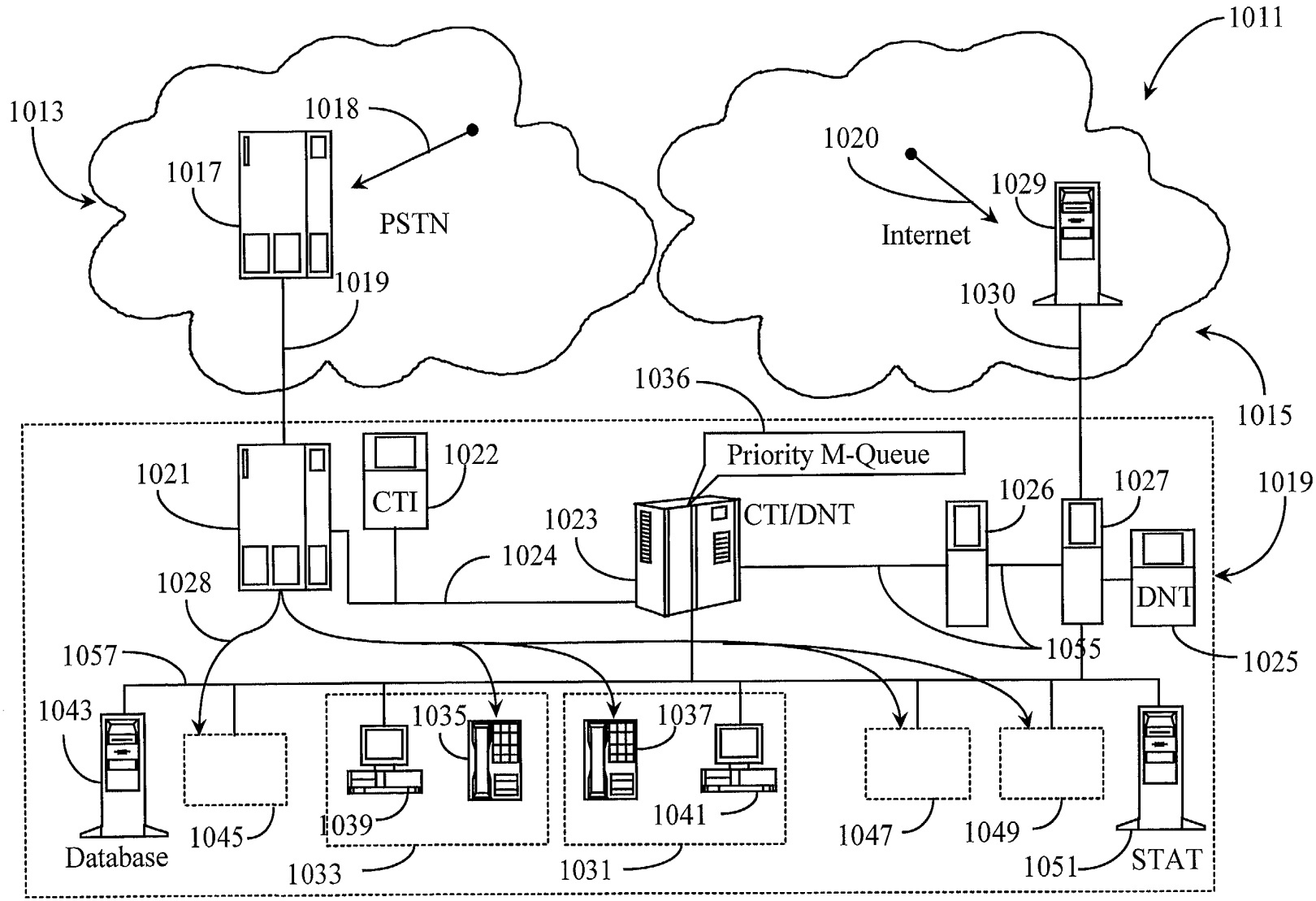

1011
1013
1018
1017
PSTN
1019
1020
Internet
1029
1030
1015
1036
Priority M-Queue
1021
1022
CTI
1023
CTI/DNT
1024
1026
1027
1019
1028
DNT
1055
1025
1057
1043
1035
1037
1039
1041
1045
1047
1049
1051
Database
STAT
1033
1031

Fig. 7

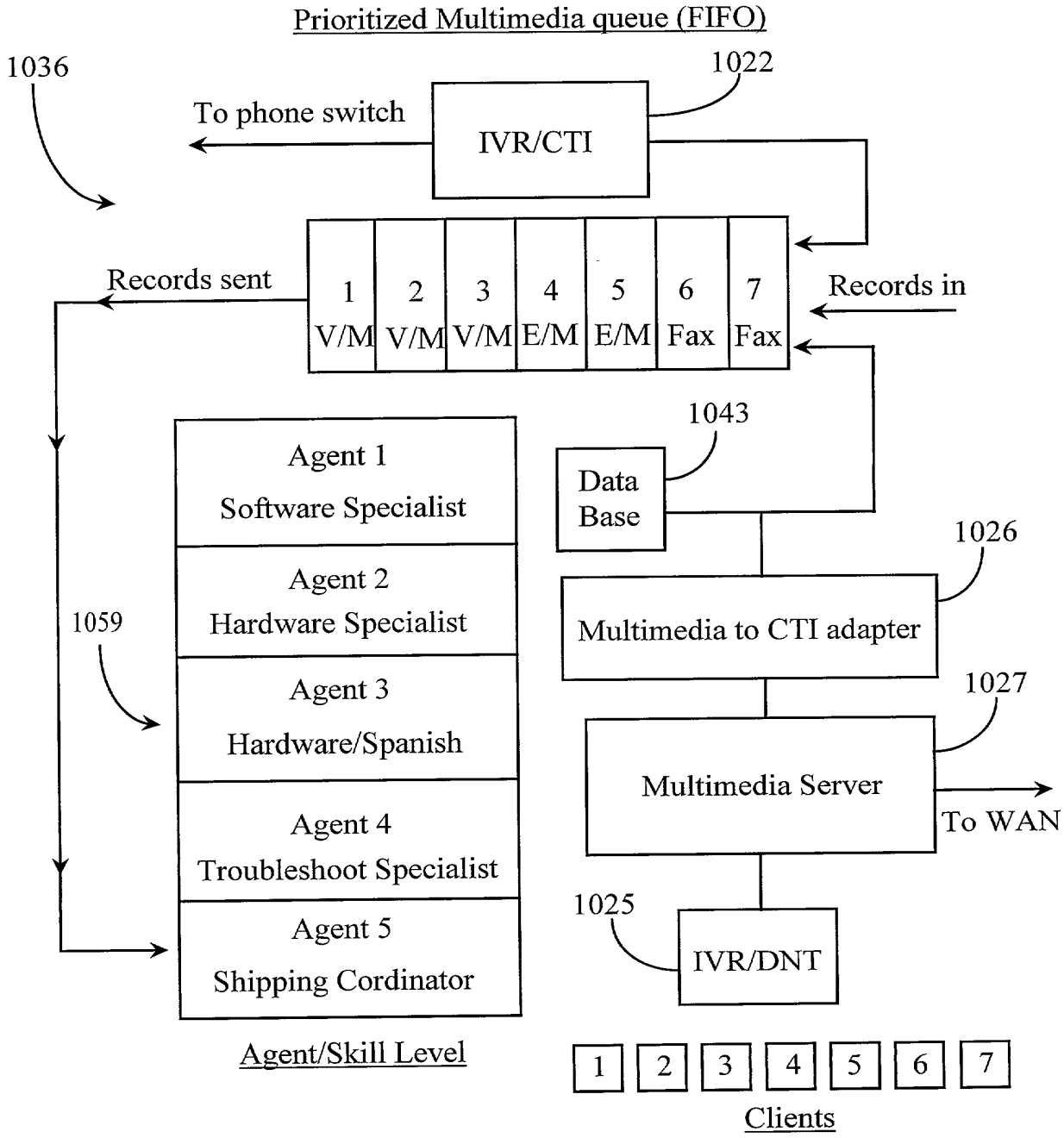

Prioritized Multimedia queue (FIFO)
1036
1022
To phone switch
IVR/CTI
Records sent
1 V/M
2 V/M
3 V/M
4 E/M
5 E/M
6 Fax
7 Fax
Records in
1043
Data Base
Agent 1
Software Specialist
Agent 2
Hardware Specialist
Agent 3
Hardware/Spanish
Agent 4
Troubleshoot Specialist
Agent 5
Shipping Cordinator
1059
1026
Multimedia to CTI adapter
1027
Multimedia Server
To WAN
1025
IVR/DNT
Agent/Skill Level
1 2 3 4 5 6 7
Clients

Fig. 8

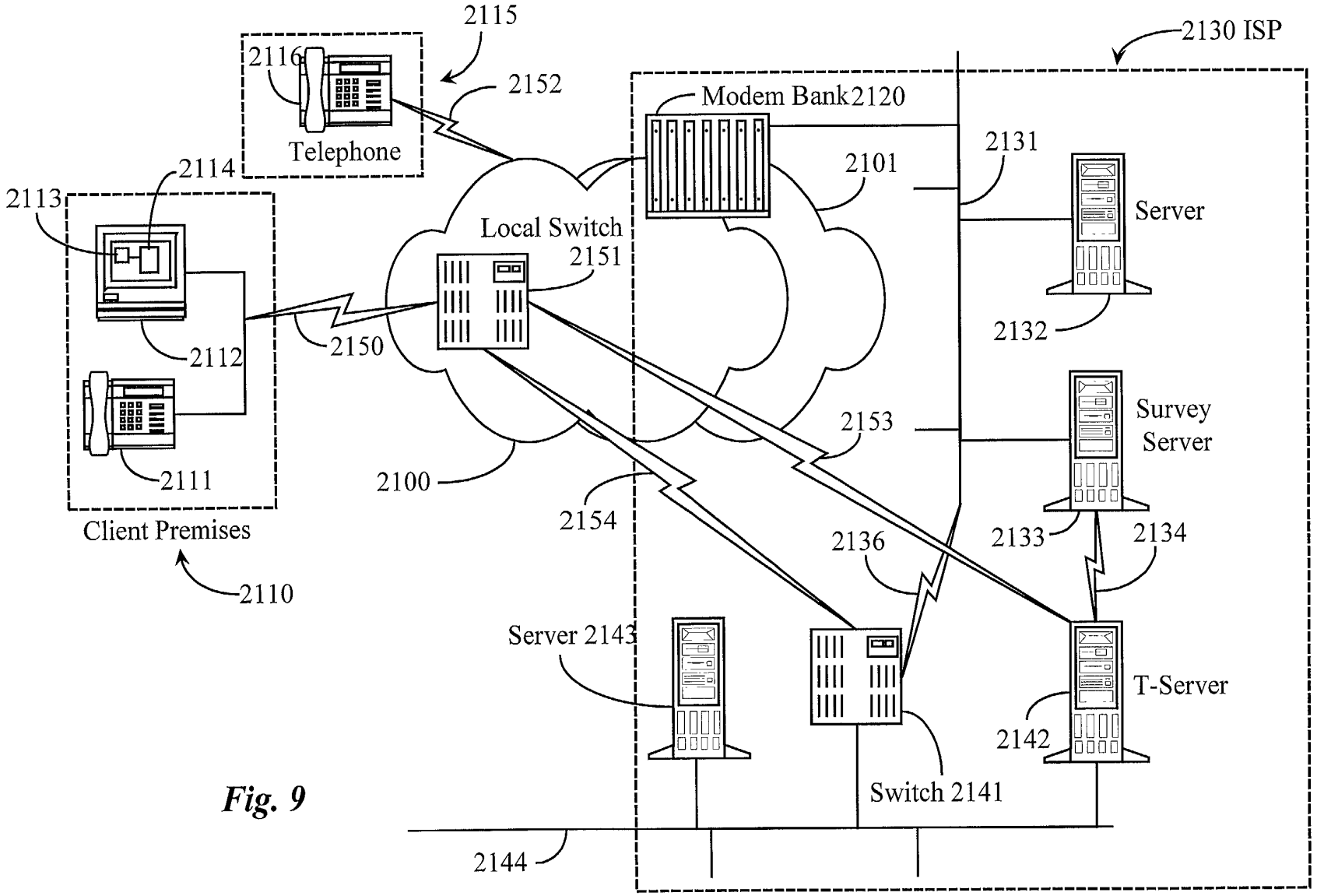

2115
2116
2152
Telephone
2130 ISP
Modem Bank2120
2131
2101
2114
2113
Local Switch
2151
Server
2132
2112
2150
2153
Survey
Server
2111
2100
2154
2133
2134
Client Premises
2136
2110
Server 2143
T-Server
2142
Switch 2141
2144

Fig. 9

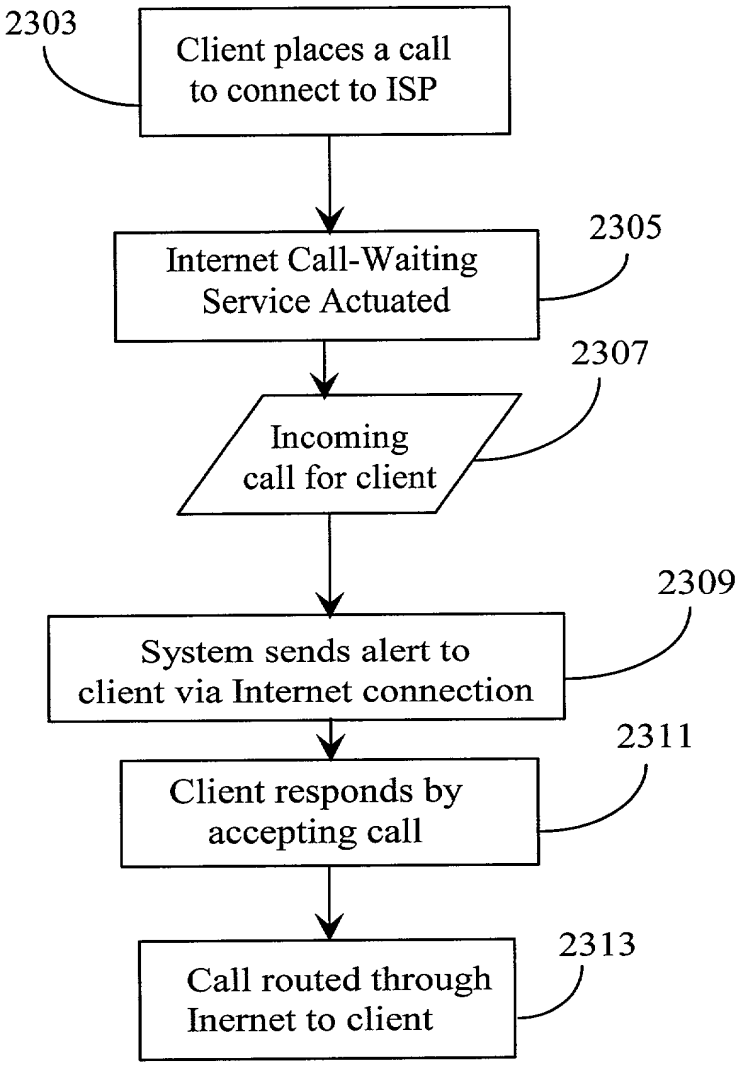

2303
Client places a call to connect to ISP
2305
Internet Call-Waiting Service Actuated
2307
Incoming call for client
2309
System sends alert to client via Internet connection
2311
Client responds by accepting call
2313
Call routed through Inernet to client

Fig. 10

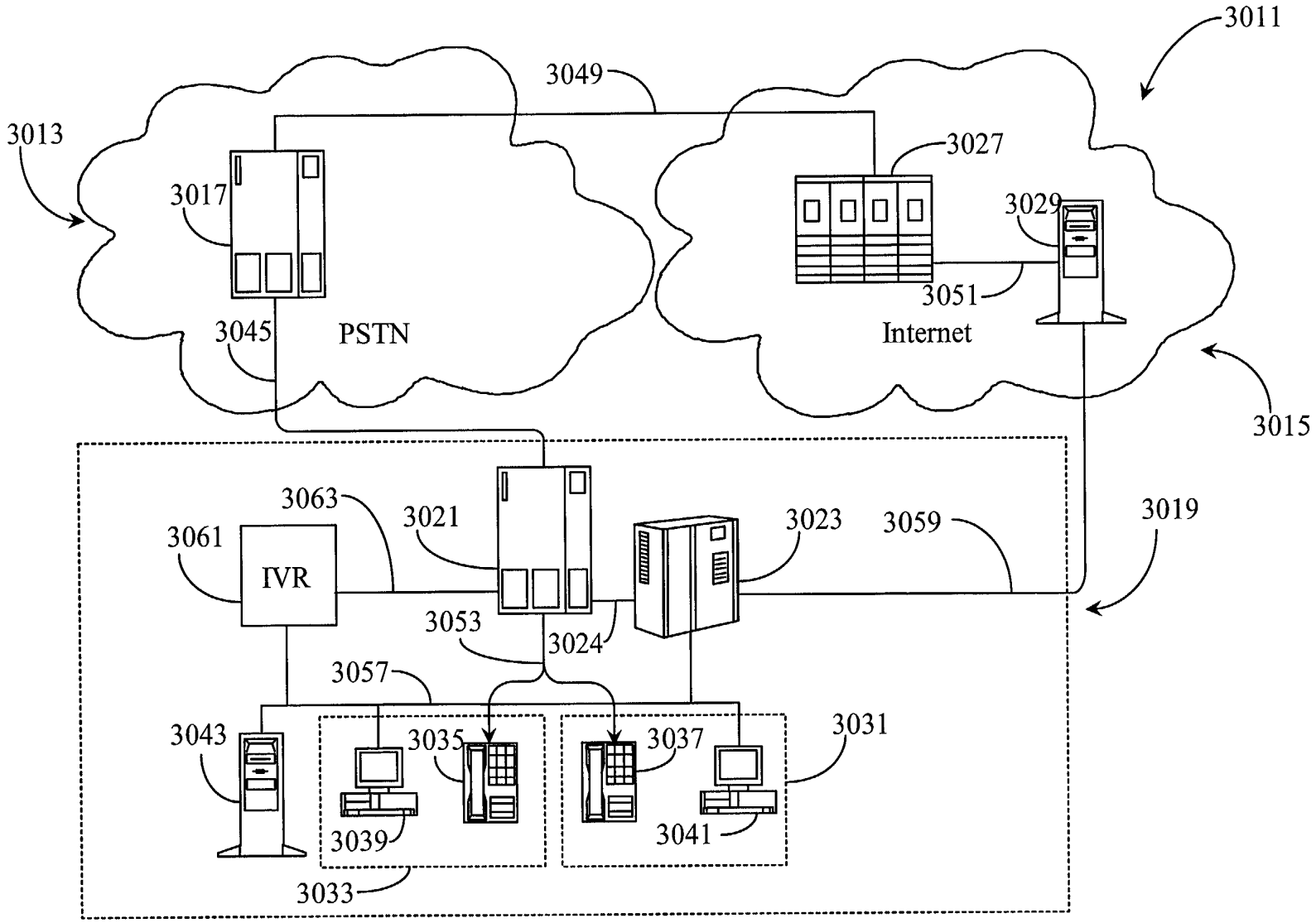

3011
3049
3013
3027
3017
3029
3051
3045
PSTN
Internet
3015
3063
3021
3023
3059
3019
3061
IVR
3053
3024
3057
3043
3035
3037
3031
3039
3041
3033

Fig. 11

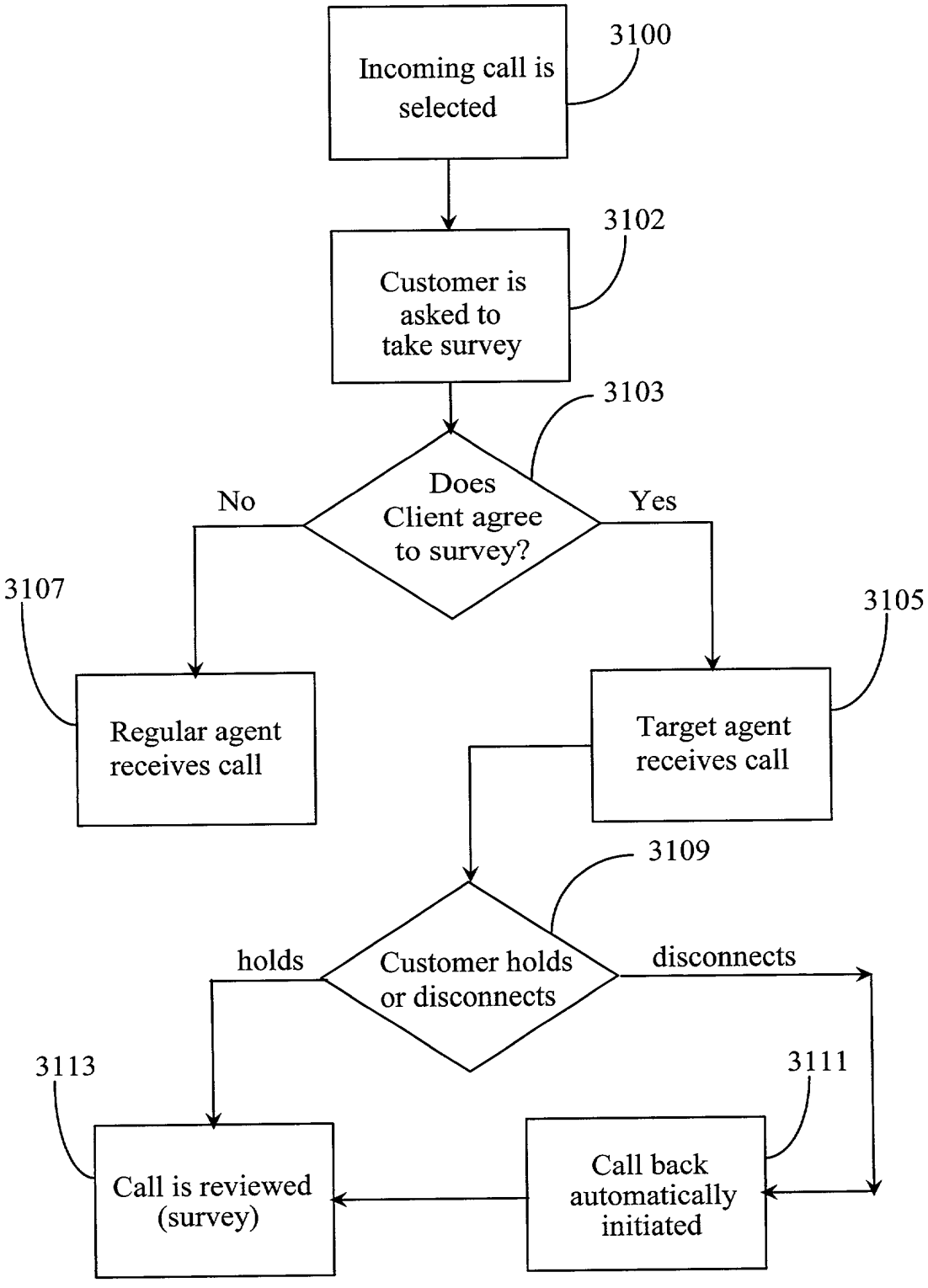

Incoming call is selected
3100
Customer is asked to take survey
3102
Does Client agree to survey?
3103
No
Yes
3107
Regular agent receives call
3105
Target agent receives call
3109
Customer holds or disconnects
holds
disconnects
3113
Call is reviewed (survey)
3111
Call back automatically initiated

Fig. 12

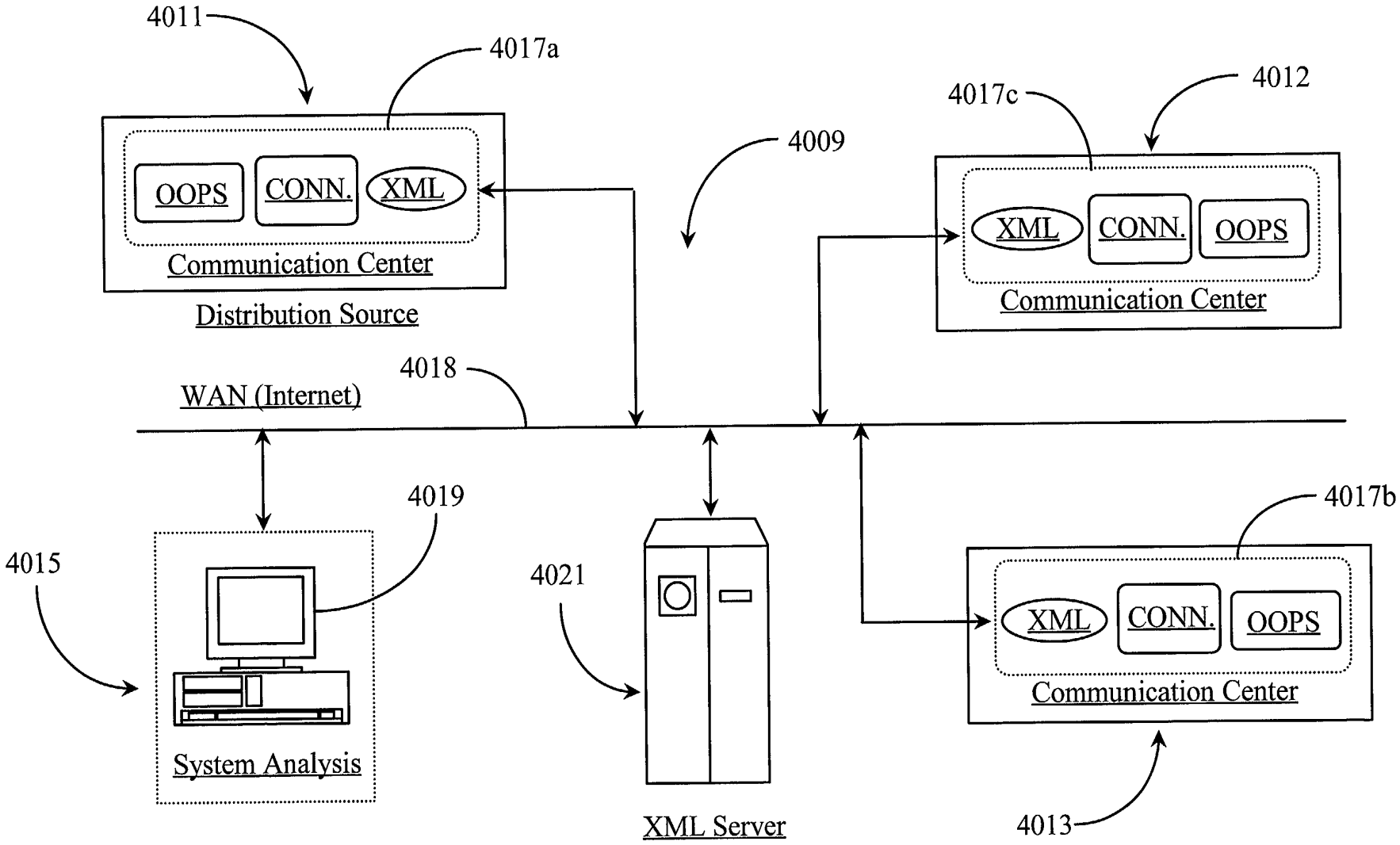
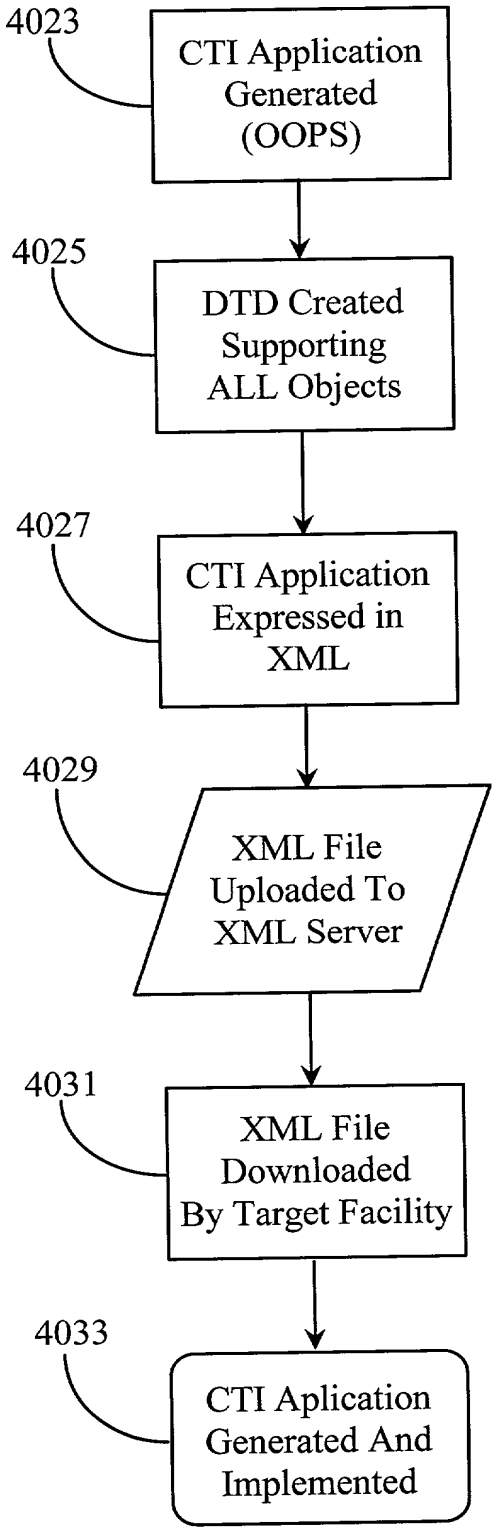

4011
4017a
4009
4017c
4012
OOPS
CONN.
XML
Communication Center
Distribution Source
XML
CONN.
OOPS
Communication Center
4018
WAN (Internet)
4019
4015
4021
4017b
XML
CONN.
OOPS
Communication Center
System Analysis
XML Server
4013

Fig. 13

Exhibit "Redacted"



Distribution and Implementation

Fig. 14